



BHA Technology Office Hours

September 13, 2023

THIS MEETING WILL BE RECORDED



COLORADO
Behavioral Health
Administration

What are BHA Technology Office Hours?

Office Hours is a meeting hosted by the BHA technology team for behavioral health providers, specifically data/admin team members, to:

- Receive consistent updates on changes and improvements to BHA-managed technology systems
- Surface and discuss technology-related questions with the BHA tech team
- Provide feedback and expertise to ongoing technology efforts
- Understand opportunities to further engage with the BHA technology team

Past Office Hours can be found on the [For Providers](#) BHA webpage.



Office Hours Housekeeping

- Take [our survey](#) for next month's hot topics!
- BHA Provider [website page](#) is now Office Hours source of truth!
 - For agendas
 - For slides and recordings
 - For Zoom meeting registration
 - For monthly hot topic survey
- Contact: cdhs_bha_provider_support@state.co.us with the subject line "Office Hours" if you have any questions!
- <https://bha.colorado.gov/resources-for-providers>

Agenda

- Quick Updates:
 - Training Schedule
 - Referrals Platform
 - Administrative Burden: CCAR/DACODS Modernization
- Open Discussion
 - Q&A





Quick Updates

- Training Schedule
- Referrals Platform
- Administrative Burden: CCAR/DACODS Modernization

Training Schedule

- CCAR Training Schedule:
 - Monday, September 18 · 11:00 am - 12:00 pm
 - Video call link: <https://meet.google.com/pjv-jcnf-iva>
 - Tuesday, October 10 · 11:00 am - 12:00 pm
 - Video call link: <https://meet.google.com/cwh-ahqi-xqm>
 - Wednesday, November 8 · 10:30 am - 11:30 am
 - Video call link: <https://meet.google.com/xtf-yzhg-jmy>
- DRS Training occurs every fourth Tuesday.
 - Click the following link to join any of the training's list below <https://meet.google.com/jbf-guam-ovi>
 - September 26 · 9:00 - 10:30 am
 - October 24 · 9:00 - 10:30 am
 - November 28 · 9:00 - 10:30 am
 - December 27 · 9:00 - 10:30 am



Training Schedule

- DACODS Training occurs Monthly on the first Wednesday.
 - Click the following link to join <https://meet.google.com/mim-moor-kab>
 - Wednesday, September 6 · 10:00 - 11:30am
 - Wednesday, October 4 · 10:00 - 11:30am
 - Wednesday, November 1 · 10:00 - 11:30am
 - Wednesday, November 29 · 10:00 - 11:30am
- Problem Gambling Coalition
 - The 2023 Fall Symposium hosted by the Problem Gambling Coalition of Colorado is a highly anticipated event that will showcase an impressive lineup of esteemed state, national, and international experts who will engage in insightful discussions about the future of problem gambling in Colorado.

FREE for Colorado residents || Eligible for CEU credits || Single day & full conference registration available

Time & Location

Oct 05, 1:00 PM - Oct 06, 4:00 PM

Holiday Inn Lakewood, 7390 W Hampden Ave, Lakewood, CO 80227, USA

We will send out the flyer, the conference agenda and the bios for featured speakers.

[More information about the event and how to register can also be found on our website.](#)



Training Schedule

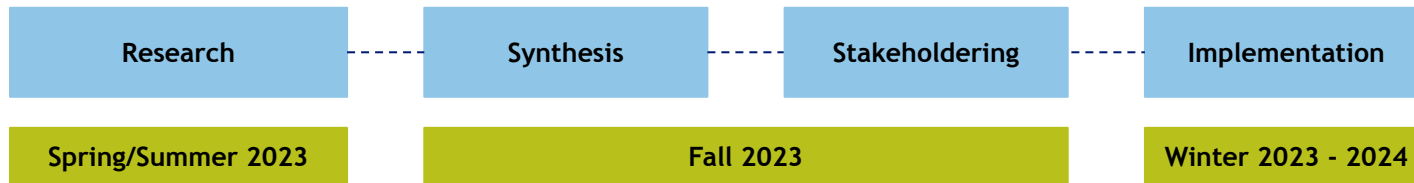
- PeakPro Training
 - HCPF ready to begin training sessions this month
 - Conducted remotely over video conference
 - 3 sessions, 1.5 hours each scheduled over 3-4 weeks
 - Introduction
 - Full application walkthrough
 - Final topics, Q&A
 - As soon as we get 15-20 people committed, we will pick start date
 - Need single point of contact for all organizations
 - Information sheet sent out to office hours email group
 - Questions, single point of contact selection, people for training - contact daniel.vortherms@state.co.us



Administrative Burden | Background

From March through July of 2023, the Behavioral Health Administration's technology team conducted primary and secondary research on the administrative burden created through CCAR/DACODS reporting requirements and technology systems.

We engaged with 16 providers and service organizations in Colorado across a variety of tech setups, geographies, behavioral health settings, services offerings, and population expertise. We conducted hour-long interviews and virtual site visits with this group of providers. We also did extensive secondary research on policy, legislation, and past modernization efforts.



Administrative Burden | Background

Our Hypothesis | Outdated and inefficient state reporting processes create undue administrative burden on behavioral health providers and ultimately negatively impact the experience of people seeking care in Colorado.

Our Goals

- Increased understanding of how BHA reporting requirements (specifically CCAR/DACODS) influence provider processes and operations, and how that carries over into client experience.
- Improvement of data quality and reduction of administrative burden on providers.

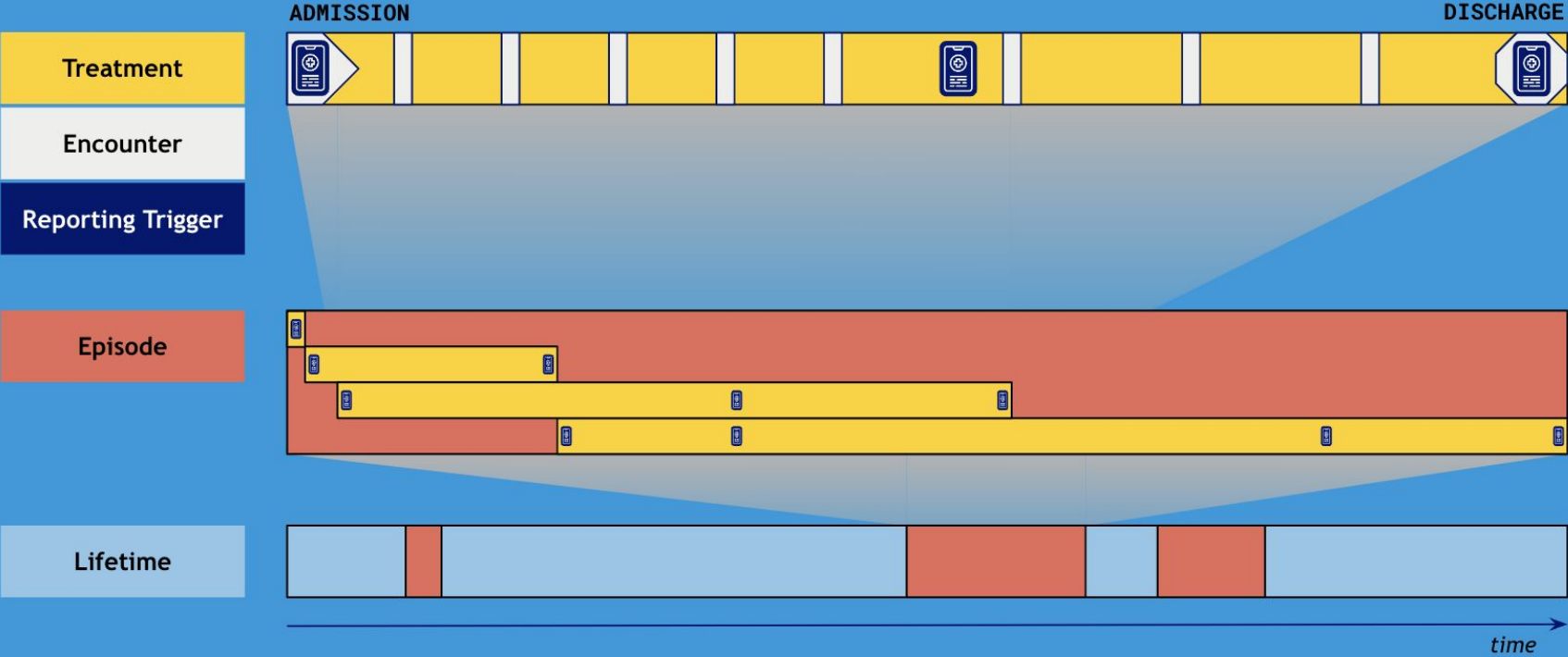
Administrative Burden | Top Insights

1. The data model for CCAR/DACODS is clinically and culturally out of date, especially for data elements like gender, race, and ethnicity.
2. Providers are losing out on payment and accurate counts towards contractual requirements due to inflexible data intake into BHA systems and inefficient error resolution processes.
3. The distinction between CCAR (mental health) and DACODS (substance use) perpetuates siloing of behavioral healthcare and creates high levels of data duplication for the rising population of dual diagnosis clients.
4. Basic usability issues (ex. account management, system time outs, copy/paste functionality) with BHA systems increase the time, effort, and cost required to submit compliant data.
5. Today, the data generated by CCAR/DACODS provides limited benefit to the state's behavioral health ecosystem at large. The data is currently only in active use for contract and funding requirements, not any larger data analysis that is publicly shared.
6. CCAR/DACODS requirements are directly and negatively impacting how people experience behavioral healthcare in Colorado, especially for intake appointments.

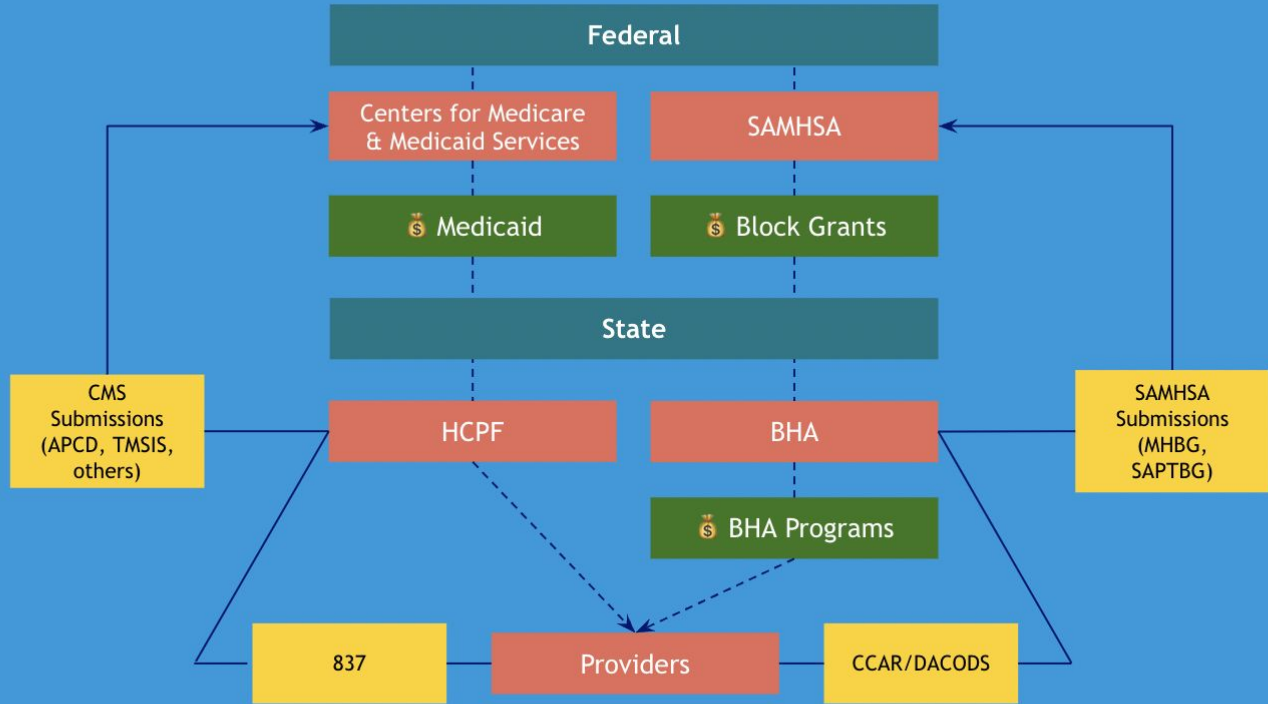
Administrative Burden | Key Recommendations

- **Update Data Model:** Update the data model for CCAR/DACODS through relevant stakeholdering and federal review processes. Map data model to culturally competent best practices for front-end presentation.
- **Select Data Entry System:** Perform an analysis of existing internal and external technology systems based on recommended design parameters in order to select a new front-facing data entry system.
- **Build for Episodic Reporting:** Build a reporting environment where we can collect data episodically; aggregating encounters into “Episodes of Care”.
- **Create Data Analysis Dashboards:** Create standard and customizable data analysis dashboards so providers can track progress towards contractual requirements as well as measures of equity.
- **Prioritize Engagement:** Create a robust external communication and engagement plan for providers and other stakeholders to foster trust and transparency.

Episodes of Care: Moving Towards Whole-Person Data



Follow the Money



Acronyms

Mental Health Block Grant (MHBG)

Substance Abuse Prevention and Treatment Block Grant (SAPTBG)

All Payer Claims Database (APCD)

Transformed Medicaid Statistical Information System (TMSIS)

Administrative Burden | Next Steps

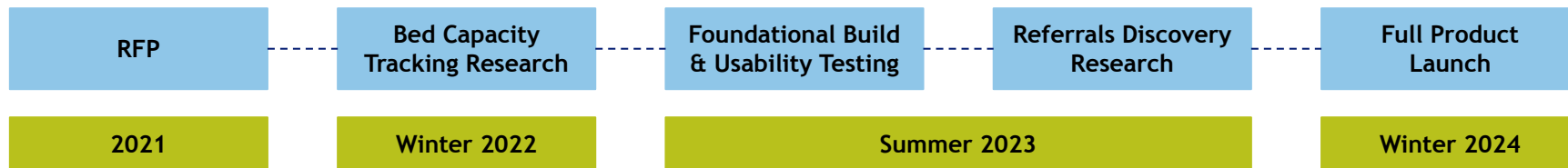
- We will be planning a full public share out and opportunity for feedback soon.
 - We will also share the full report in case you want to read it in detail.
- We will also be sharing out a more comprehensive timeline and implementation notes.

Thank you for your patience! We know this is a top priority for the BHA to address.

Referrals Platform | Background

A “Referral” in Colorado Behavioral Health can be defined as the transition of a client from one care setting to another based on a set of criteria identified about the client and the facility. Today, this process is facilitated ad hoc, operating without a State sanctioned order of operations or supportive technology system.

In 2021, an RFP was released outlining criteria for a technology vendor to partner with the BHA in creating a platform to help to standardize and streamline the referrals process. Dimagi was awarded the contract, and has since started to build out what is known to date about the core components of a referral platform. This initial build was informed by a research sprint focused on bed capacity, one component of a functional referrals platform.



Referrals Platform | Engagement Opps

- We are currently conducting both research and user testing on the upcoming referrals platform.
- This means we're getting amazing feedback on both high-level strategy around improving referrals, and tactical feedback on the usability of the platform.

Also email me abigail.fisher@state.co.us if you want be included as a test user in November!





Open Discussion / Q&A

What questions do you have for us?

We want to be thoughtful so we may follow up afterwards if we don't have answer or right people to address your question.





Future Office Hours

Office Hours 2023 Schedule

- Second Wednesday of the month:
 - October 11th
 - November 8th
 - December 13th



Questions

Future Office Hour Info: <https://bha.colorado.gov/resources/providers>

Contact Us:
cdhs_bha_provider_support@state.co.us

